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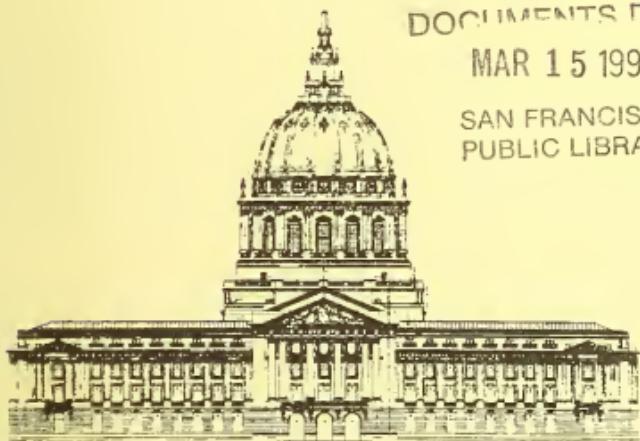
# How To Do Business

## with the City and County of San Francisco

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Purchasing Department

City and County of San Francisco

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## FOREWORD

On behalf of the City and County of San Francisco, we are pleased to publish this booklet describing the procurement process for the City. We hope this information will assist you in bidding on City contracts for goods and services. In clarifying the procurement process for potential vendors, the City benefits from having more bidders, more suppliers, a wider selection and lower prices. Vendors who understand the process can make better bids and increase their sales. A clarified procedure serves both the City and the vendor.

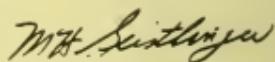
This brochure describes the organization of the City and County as it relates to various types of contracts:

- Procurement of equipment, supplies and general services is centralized under the Purchasing Department, which is in the jurisdiction of the Chief Administrative Officer.
- Construction contracts are decentralized. The following departments individually evaluate proposals and award contracts: San Francisco International Airport; the Recreation and Park Department; the Port; the Public Utilities Commission (the City agency, not the State PUC); and the Department of Public Works, which is also under the jurisdiction of the Chief Administrative Officer.
- Professional services (e.g., consulting contracts) are evaluated and recommended by the 60 individual City departments. The Purchasing Department officially awards the contract.

We hope you find this booklet useful. If you have any suggestions to improve it, or if you have any questions, please call 554-6743.



Rudolf Nothenberg  
Chief Administrative Officer



M. H. Geistlinger  
Director of Purchasing

# TABLE OF CONTENTS

I.	Overview .....	1
A.	Why Should I Read This Booklet? Why Was It Published?	1
B.	What Do I Need to Know?	2
1.	Does the City Buy What I Sell?	2
2.	What City Department Buys What I Sell?	2
3.	How Do I Make Myself Known to those Departments?	3
4.	How Much of my Product or Services Does the City Buy?	3
C.	What's in this Booklet, and What Isn't?	4
D.	What Should I Be Careful of?	5
1.	Promises of an Award	5
2.	Don't Start Work Without an Authorized Contract	5
II.	What the City Buys .....	6
III.	Competitive Bidding for Commodities and General Services .....	7
A.	How Do I Get Started?	7
B.	I'd Like to Contact Someone in Purchasing	7
C.	How Does Purchasing Request Bids?	8
D.	How Do I Learn about Bids?	9
1.	Read the "Bid and Contract Opportunities" Newsletter	9
2.	Review Purchasing's List of Pending Bids	9
3.	Check the Advertisements in the Official Newspapers	9
E.	How Do I Submit a Bid?	10
F.	Can I Be Present when Bids are Opened?	10
G.	How Does the Bid Evaluation Process Work?	11
H.	May I Inspect the Bids? How Do I Learn About Bid Results?	11
I.	Are There Forms to Fill Out?	12
IV.	Construction and Professional Services .....	12
A.	How Does the City Contract for Construction?	12
B.	How Does the City Contract for Professional Services?	13
V.	Minority/Women/Local Business Enterprise Ordinance .....	13
A.	What Does the Ordinance Do, and Why?	13
B.	How Does the Preference Work?	14
C.	Which Transactions Does the Preference Apply To?	14
D.	How Does the Subcontracting Program Work?	15

E. If I'm not an MBE/WBE, Can I Form a Joint Venture with an MBE/WBE?	16
F. What about State or Federally Funded Projects?	16
G. How Does the Prompt Payment Program Work?	16
H. How Can My Firm Qualify as an MBE/WBE/LBE?	16
<b>VI. Types of Awards . . . . .</b>	<b>17</b>
Purchase Order	17
Contract Order	17
Term Contract	17
Term Purchase Agreement (TPA)	17
Emergency Order	18
Revolving Fund Order	18
<b>VII. Delivery and Acceptance . . . . .</b>	<b>18</b>
A. Where and How to Deliver	18
B. Include the Order Number on the Outside of the Package	19
C. Inspection and Acceptance by the Department	19
D. Problems	19
<b>VIII. Paying the Invoice . . . . .</b>	<b>20</b>
A. Where Do I Send the Invoice?	20
B. What Does the User Department Have to Do?	20
C. What Happens Before the Check is Written?	20
D. What if I Have Questions about an Invoice?	21
E. What Can I Do to Help the Payment Process Proceed More Quickly?	21
<b>IX. City References . . . . .</b>	<b>22</b>
A. Purchasing Department	22
B. Construction Departments	23
C. MBE/WBE Ordinance	26
D. Other Contract Administration Offices	26
<b>X. Professional Associations Receiving the "Bid and Contract Opportunities" Newsletter . . . . .</b>	<b>27</b>
<b>XI. Newsletter Subscription Form . . . . .</b>	<b>29</b>
<b>XII. Map — Purchasing Department: Main Office and Satellite Locations . . . . .</b>	<b>30</b>

## I. OVERVIEW

This section is for quick reference, intended to give you a summary of the key elements you need to know so you can sell to the City, and to indicate where in this booklet more detailed information is located.

This booklet contains a great deal of information, and we don't want the reader to become discouraged by reading too much unrelated information while trying to find what is immediately relevant.

### A. Why Should I Read This Booklet? Why Was It Published?

If you are considering trying to sell to the City and County of San Francisco, this booklet will tell you what you need to know to get started.

This booklet has been published to familiarize businesses (you) with how the City and County of San Francisco buys the goods and services (including construction) it needs and how you can make yourself known to the appropriate parts of City government. With this information, you stand the best chance to become aware of what the City needs and of potential business opportunities. This booklet concentrates on the activities of the Purchasing Department.

For information on the City departments which contract for construction, see Sec. IV, "Construction and Professional Services" (page 12), and Sec. IX, "City References" (pages 23-26).

The Table of Contents is structured primarily around questions potential vendors frequently ask. You should think of the Table of Contents and this Overview section as roadmaps to the booklet.

## **B. What Do I Need to Know?**

### **1. Does the City Buy What I Sell?**

We buy everything needed to run dozens of City departments, including: an airport; a zoo; hospitals; police and fire departments; general offices; medical laboratories; water and electrical distribution systems; wastewater treatment; buses, streetcars, cable cars; maintenance and construction of buildings, roads, parks, playgrounds.

See Sec. II, page 6, for a representative list of the major categories of goods and services the City buys. For more information on goods and services, call Purchasing's main number: 554-6743.

### **2. What City Department Buys what I Sell?**

Under the Charter, several City departments have authority to sign contracts committing the City to a purchase. See paragraph 3 below for information on contacting these departments.

If you sell commodities or general services used by all City departments, the Purchasing Department solicits competitive bids and awards the contract.

If you're in construction or architecture and engineering services, bidding or proposal processes are conducted by, and the contracts are signed by, the following departments: the Airport; the Department of Public Works (DPW); the Port; the Public Utilities Commission (PUC), which includes the Municipal Railway; and the Recreation and Park Department.

If you provide professional services, such as management consulting, legal or medical services, or data processing consulting, those needs are initially managed by the City department which will receive the services, and that's over 60 departments. The ultimate contract is signed by Purchasing, but the departments generally conduct a Request-for-Proposal to analyze potential contractors.

### **3. How Do I Make Myself Known to those Departments, and Find Out What Goods or Services are Needed now or in the Near Future?**

For Purchasing, call 554-6743, which is the office's main number. Fill out the Vendor Profile Form. Call 554-6743 and we'll send you one. For the Airport, the Department of Public Works (DPW), the Port, the Public Utilities Commission (PUC), which includes the Municipal Railway, and the Recreation and Park Department, call the numbers listed near the back of this booklet in Sec. IX, "City References."

For other City departments, call each department directly. There are two sources for departmental phone numbers. First, you may consult the Government Pages of the San Francisco telephone directory. Second, you may purchase City government's internal publication, the "City and County of San Francisco Telephone Directory." The City's directory is available for \$10 from the Department of Telecommunications in City Hall, Room 67.

To learn of Citywide procurement possibilities, read the "Bid and Contract Opportunities" newsletter. It is published by Purchasing every week, and summarizes many upcoming purchases of products and services, as well as construction projects, professional services contracts, and concessions and leases. See Sec. III.D.1, page 9, for more information.

### **4. How Much of my Product or Service Does the City Buy?**

It's important to know whether the City buys a lot of what you sell, or only a little. If the amount is small, then you may want to weigh that against the time you would need to begin doing business with the City. Call Purchasing at 554-6743 and talk to the buyer for your commodity.

## **C. What's in this Booklet, and What Isn't?**

This booklet generally covers purchases of:

- Commodities.
- Construction.
- Professional and other services.

This booklet does not cover:

- Lease or rental of City property. Call the Real Estate Department at 554-9850.
- Concessions located on City property.
- Disbursement of City grant funds.

This booklet does not cover purchases by the following entities:

- San Francisco Redevelopment Agency. Call 749-2400.
- San Francisco Housing Authority. Call 554-1200.
- San Francisco Unified School District. Call 241-6000.
- San Francisco Community College District. Call 241-2268.

## **D. What Should I Be Careful Of?**

### **1. Promises of an Award**

Because the City relies heavily on competitive bidding, no department knows which bidder will receive an award until sealed bids are opened. This means that no one can give assurances that a vendor will receive a particular order. City government is also subject to California law regarding conflict of interest, including the receipt of gifts. In many circumstances, gifts are illegal, or at the very least, may be reported by City officials on state-mandated forms.

### **2. Don't Start Work Without an Authorized Contract**

No service should be provided, and no goods should be delivered, before you receive a written contract from the City (but see page 18, "Emergency Orders"). Until the contract, purchase order, or term purchase agreement is executed by the City, the City has no legal obligation to pay for the order. If you begin work without the required authorization, your later options may include only taking back your merchandise or filing a claim with the City.

## **II. WHAT THE CITY BUYS**

The following are examples of the types of commodities the City purchases. We also buy many others.

- vehicles: cars, trucks, vans
- petroleum: fuel, lubricants
- office supplies
- printed forms, paper
- computer hardware and software
- food and food services, for hospitals and jails
- animal feed and supplies
- medical equipment and supplies, pharmaceuticals
- laboratory equipment and supplies
- castings
- chemicals
- institutional clothing and laundry service
- electrical supplies, lamps
- glass
- pipe, fittings, valves
- hardware, tools, locks, shovels, rakes, lumber

The following are examples of general services the City buys:

- janitorial
- security guard
- pest control

The following are examples of construction services the City contracts for:

- buildings
- street repair
- park and playground improvements

The following are examples of professional services the City contracts for:

- management consulting
- accounting and auditing
- medical
- legal
- computer software design and consulting
- architecture and engineering
- facilities management

### **III. COMPETITIVE BIDDING FOR COMMODITIES AND GENERAL SERVICES**

#### **A. How Do I Get Started?**

After you've done the necessary research to determine that the City buys what you sell and that it's worthwhile for you to become aware of upcoming bids, you need to get your company into the City's new vendor database. To do this, you fill out Purchasing's "Vendor Profile Form," a form which requests information on you and the goods or services you provide. To receive a form, visit or call Purchasing (554-6743). The form describes, but does not include, several additional forms which must be completed if they are not already on file (see Sec. III.I, page 12). If you have never done business with the City, please ask for all the forms.

Once you've submitted the Vendor Profile Form, your firm's name will be in the Purchaser's bidders file and put into a bid rotation system for the creation of bid lists. The bids you are sent will depend on the commodities or services you identify on the form. Please note that completing the Vender Profile Form is not the same as getting certified as an MBE, WBE, or LBE. You must submit a separate MBE/WBE/LBE certification form to the Human Rights Commission. See Sec. V, "MBE/WBE/LBE Ordinance," pp. 13-17.

#### **B. I'd Like to Contact Someone in Purchasing**

And we want to meet you. If you sell supplies or general services, your first stop should be Purchasing. Call Purchasing's main number, 554-6743, to find out which buyer is responsible for your category of products. Then speak to the buyer to arrange an appointment to discuss your products or services. Purchasing's regular hours for appointments are 1-5 p.m. If you can be here only in the morning, we can make exceptions if you call first.

We want to make your and our time meaningful. To help make the meeting as productive as possible, when you meet with the buyer, be sure to bring your company's literature, references, telephone contacts, names of people authorized to sign contracts on your company's behalf, and information on any contracts you have with the federal, state or other municipal governments.

## **C. How Does Purchasing Request Bids?**

After your first visit to Purchasing, your next encounter with the process could be when you receive a bid request. Except for emergency or urgent needs, Purchasing sends out written requests for bids. These requests are generally of two types:

For bids over \$50,000, Purchasing sends formal "Proposals" to potential bidders and advertises the bids in the City's official newspaper. (See next page.)

For bids under \$50,000, Purchasing sends out informal bids, called "Quotations." These quotations are not advertised, but are sent to a minimum of three prospective bidders.

Bids and quotations of \$1,000 and above are listed in the "Bid and Contract Opportunities" newsletter, described in the next paragraph.

## **D. How Do I Learn about Bids?**

### **1. Read the “Bid and Contract Opportunities” Newsletter**

Even if you're in the database, the bid rotation system cannot send you every relevant bid. But we encourage you to bid even if the system does not automatically notify you. It's to your advantage, therefore, to be on the subscription list for the City's “Bid and Contract Opportunities” newsletter. It contains a listing of:

- (1) all bids over \$1,000 sent out by Purchasing.
- (2) construction bids solicited by construction depts.
- (3) professional service contract opportunities with City depts.
- (4) concessions and leases.

The newsletter is sent weekly to the MBE/WBE professional associations listed in Sec. X (pages 27-28). It is also available by paid subscription (currently \$60 per year) to all other vendors. To subscribe, use the form at the back of this booklet and submit it to:

Purchasing Department  
Bid Newsletter  
City Hall, Room 270  
San Francisco, CA 94102-4685

### **2. Review Purchasing's List of Pending Bids**

At the front counter in Room 270, City Hall, 400 Van Ness, Purchasing maintains a file of pending bids. You may visit Purchasing anytime to review the file, ask any questions, and request a copy of the bid. Office hours for bid inspection are 1-5 p.m.

### **3. Check the Advertisements in the Official Newspaper**

All bids of \$50,000 or more are advertised in the *San Francisco Independent*, which is the City's official newspaper for FY 92-93 for this type of advertising. The *San Francisco Examiner* is the City's official newspaper for other types of advertising (which are not placed by Purchasing). The City's official newspapers are subject to change annually.

## **E. How Do I Submit a Bid?**

Because of the structured nature of government contracting, the City has little flexibility if the bid you submit does not include everything asked for. So it's critical that you submit a bid that's right the first (and perhaps only) time, or else we may not be able to consider your bid. Here are some things to keep in mind:

### **1. Be Timely.**

Submit your bid by the date and time specified. Late bids cannot be considered.

### **2. Read the Bid Conditions.**

Each bid contains a number of bid conditions, some applicable to all City bids, and some tailored to the particular bid. Prices must be firm for the period specified, from as short as 30 days to as long as 1 year. For a contract which could extend over several years, prices can change yearly. For Purchasing to consider a prompt payment discount when evaluating bids, the discount offered can be for no fewer than 30 days. This means that a discount of 2%-10 days cannot be considered.

### **3. Be Responsive.**

Bid on items and in quantities the bid requests. If you add any qualifications or reservations to your bid, the bid may be rejected as non-responsive.

### **4. FAILURE TO ADHERE TO BID CONDITIONS MAY RESULT IN REJECTION OF THE BID.**

## **F. Can I Be Present when the Bids are Opened?**

Yes. The bid request notes when bids will be opened. Formal proposals are opened Fridays at 2 p.m. in Room 282, and the bids are microfilmed. Quotations are opened Tuesdays, Wednesdays and Thursdays at 3 p.m. in Room 270.

## **G. How Does the Bid Evaluation Process Work?**

Depending on the complexity of the bid, it can take from several days to several weeks to evaluate all the bids submitted. Purchasing makes certain that bidders are bidding on the same items and in the same units and quantities. Sometimes a bid states "brand name or equal," which means that if you bid on an item other than the one specified, such as an Ajax widget, your item must perform as well as the specified item.

When bids have been analyzed, Purchasing sends a summary to the requesting department for review and recommendation. Purchasing awards to the lowest reliable and responsive bidder. For a bid with many items, Purchasing in its discretion may award the entire contract to one bidder based on comparisons of the aggregate bids, or may make individual line-item awards to the lowest bidders.

## **H. May I Inspect the Bids? How Do I Learn About Bid Results?**

Some categories of bids (depending on dollar value) are available for inspection by those bidders attending the bid opening. All bid tabulations (spreadsheets) are available for inspection after Purchasing awards the contract.

Because of the number of bids and bidders, Purchasing is unable to notify unsuccessful bidders of the bid results. You can come to the office and inspect the bid tabulation, or we can send copies to you for a copying charge. To find out if the bid has been tabulated and award made, call Purchasing at 554-6743 at least 7-10 days after the bid opening date. You will be informed whether the bid tabulation is available at Purchasing's front counter, or of the charge for a copy.

## **I. Are There Forms to Fill Out?**

Yes. In addition to sending you a bid form to complete, Purchasing includes one other form:

Declaration of Compliance with Chapters 12B (Nondiscrimination in Contracts) and 12D (MBE/WBE/LBE Ordinance) of the Administrative Code (HRC Form 3). The Declaration must be signed and on file before you can receive an award.

If the bid is estimated to exceed \$50,000, Purchasing will include in the bid package an Affirmative Action questionnaire and Workforce Data form.

If you are the low bidder and have never completed a Business Tax Declaration (form P-25), one will be sent to you prior to award.

If you wish to claim the MBE/WBE/LBE bid preference on your bid, you must already be certified or must submit a certification application to the Human Rights Commission as soon as possible. To qualify for the preference, you must be certified before the contract is awarded. (See Section V.)

## **IV. CONSTRUCTION AND PROFESSIONAL SERVICES**

### **A. How Does the City Contract for Construction?**

As noted earlier, several departments do this. If you are interested in opportunities for construction and related work, you should contact the Airport, Port, Public Utilities Commission (which includes the Municipal Railway, the Water Department, and Hetch Hetchy), Public Works, and Recreation and Park departments directly. Their addresses and phone numbers are listed in Sec. IX.B (pages 23-26).

## **B. How Does the City Contract for Professional Services?**

In City parlance, professional services include management consulting, accounting, data processing design or consulting, legal or medical services, or other services of this caliber. The Purchasing Department executes contracts for professional services, except for architectural and engineering services which are handled as construction contracts by the appropriate departments: the Airport, the Port, the Public Utilities Commission, Public Works, and Recreation and Park.

But before a contract is received by Purchasing, the user department which will receive the services has already conducted a Request-for-Proposal process, soliciting interest, qualifications, etc.

If you provide such services, you should contact the user department directly for information about contracting opportunities and procedures. Departments advertise their upcoming contracts in the "Bid and Contract Opportunities" newsletter (see Sec. III.D.1, page 9).

City departments are listed under "San Francisco, City and County of" in the Government section of the telephone directory. For departments with senior purchasers on site (see Sec. IX.A, pages 22-23, for a listing), contact the senior purchaser first. For other departments, ask for the Contract Administration office, or Budget or Accounting office.

## **V. MBE/WBE/LBE ORDINANCE**

### **A. What Does the Ordinance Do, and Why?**

San Francisco's MBE/WBE/LBE Ordinance, which is Chapter 12D of the Administrative Code, was enacted to: increase the opportunities for local businesses which are minority-owned or woman-owned to compete and participate in the procurement activities of the City and County of San Francisco; and to

compensate partially for the higher administrative costs of doing business in San Francisco.

To accomplish these goals, the Ordinance grants bid preferences to MBE/WBE/LBE's which have been certified by the Human Rights Commission (HRC). If you need copies of the Ordinance or its implementing Rules and Regulations, call the Human Rights Commission at 252-2500. The information in this section will be revised as necessary to reflect any amendments to the Ordinance.

The Ordinance also contains a subcontracting program, with the goal of increasing the participation of MBE/WBE's as subcontractors on City construction projects and contracts for architectural and engineering services. See paragraph D below.

## **B. How Does the Preference Work?**

The preference applies to competitive bidding and to the Request-for-Proposal process.

The Ordinance grants a 5% preference to an economically disadvantaged local business enterprise (LBE), and an additional 5% preference to an economically disadvantaged local business enterprise which is also a minority business enterprise (MBE) or a woman-owned business enterprise (WBE). The maximum preference is 10%.

For example, if an MBE, an LBE, and a non-certified bidder all submitted bids of \$100, the MBE's bid would be reduced by 10%, the LBE's by 5%, and the non-certified bidder's bid would not be affected. The MBE would receive the award based on its adjusted bid of \$90. The MBE would invoice, and the City would pay, \$100.

## **C. Which Transactions Does the Preference Apply To?**

The preference is available for all certified MBE/WBE/LBE vendors of:

- commodities (except petroleum and related products);
- general services;
- construction and facilities maintenance.

For professional services, whether the additional 5% preference for MBE/WBE's applies depends on the type of service and the ethnicity and gender of the business owner. For information on the effect of business ownership, contact the Human Rights Commission (252-2500) or the individual City department. The preference applies to the following types of professional services:

- legal;
- architectural and engineering;
- computer systems;
- management consulting;
- medical services;
- accounting, auditing, finance, miscellaneous professional services.

Eligibility for bid preferences may change, depending on the overall level of representation of MBE/WBE's in certain fields.

## **D. How Does the Subcontracting Program Work?**

The Ordinance has established a separate program to increase the opportunities for MBE/WBE's to become subcontractors on City construction projects and in the related professional service fields of architectural and engineering services. The Ordinance requires the City to set percentage goals for MBE/WBE subcontractor participation on many construction, architectural and engineering prime contracts.

Bidders seeking these types of prime contracts from the City must, in their bids, show the City what subcontracts they intend to award, which subcontractors are MBE/WBE's, and demonstrate good faith efforts they have made to do business with MBE/WBE subcontractors.

For more information, contact the departments which award construction contracts, listed on pp. 23-26: Airport, Port, PUC (including Muni Railway), Public Works, Recreation and Park. Or call the Human Rights Commission at 252-2500.

## **E. If I'm not an MBE/WBE, Can I Form a Joint Venture with an MBE/WBE?**

Yes. Bid preferences are also available for joint ventures of MBE/WBE and non-MBE/WBE firms. The bid preference would be 5%, 7.5%, or 10%, depending on the level of MBE or WBE participation. For more information, call the Human Rights Commission (252-2500).

## **F. What about State or Federally Funded Projects?**

The standards may be different. Ask the department whether state or federal funds are involved and, if so, for more information on the program.

## **G. How Does the Prompt Payment Program Work?**

The City is committed to paying all invoices in a timely fashion. Paying invoices expeditiously is good for the City and good for you. The Ordinance sets forth a policy for paying MBE/WBE/LBE vendors' invoices within 60 days. To help us fulfill these general and specific policies, it's important that you follow the guidelines for invoice processing in Section VIII, "Paying the Invoice" (pp. 20-21).

## **H. How Can My Firm Qualify as an MBE/WBE/LBE?**

You must be certified by the Human Rights Commission. To do that, you must submit a certification form to the Human Rights Commission and certification must be granted prior to award of the contract. Because of the amount of information which must be verified, the certification process can be lengthy if all the required information is not submitted initially. Try to submit the form well before your bid is submitted, so that the evaluation and award process will not be delayed. If you do not become certified, the preferences will not apply.

To be certified as an MBE or WBE, you must submit Schedule A, "Minority/Women/Local Business Enterprises Application." To be certified as an LBE, you must submit Schedule L, "Local Business Enterprises Application." To be registered, you must submit a "Registry Application." All forms are available from:

**Human Rights Commission**  
25 Van Ness Ave., Suite 800  
San Francisco, CA 94102-4908  
252-2500

## **VI. TYPES OF AWARDS**

When you receive an award, it will be one of several varieties:

**Purchase Order:** A purchase order is used for a one-time purchase of a definite quantity of goods.

**Contract Order:** For construction, professional services and other transactions, the City prepares a Contract Order (a form approved by the requesting department, the Controller, and Purchasing) and a separate contract (approved by the department, the vendor, the City Attorney, Purchasing, and sometimes the Chief Administrative Officer). The Contract Order is the City's accounting document, and the separate contract provides a detailed description of the duties and responsibilities of the vendor and the City.

**Term Contract:** A term contract is awarded for a fixed term (usually 1 year, though longer contracts are possible) for an indefinite quantity of goods. Purchasing or other City departments may place orders throughout the year, using Purchase Orders, Term Purchase Agreements or Revolving Funds, for items listed in the Term Contract. All listed items the City needs will be purchased from the successful bidder, unless conditions in the bid state otherwise.

**Term Purchase Agreement (TPA):** A TPA is the City's equivalent of a "blanket purchase order," and enables a City department to order directly from the vendor in accordance with

the TPA's terms. The TPA may cover: Term Contract items; limited purchases of other items from the vendor's inventory; monthly charges, such as for copier rental or maintenance.

**Emergency Order:** If an emergency situation arises, Purchasing may give a department a purchase order number, and the department in turn would call a vendor directly, order what was needed, and give the vendor the purchase order number (or Purchasing may call the vendor directly). A confirming purchase order would follow.

**Revolving Fund:** Departments may place low-dollar orders directly with vendors, and then pay the invoices with checks from their separate revolving fund accounts—these checks are not generated by the Controller. Departments may assign a revolving fund order number to the transaction, and will send a revolving fund order form if the vendor requires an ordering document. These orders occur without the participation of Purchasing or any other contracting department.

## VII. DELIVERY AND ACCEPTANCE

### A. Where and How to Deliver

For most orders, the delivery point is the location in the requesting department where the item or service will be used. You should note carefully the Delivery Address in the City's bidding and order documents, including the room number if indicated.

This means that if the delivery address is 1234 Main St., Room 605, the final delivery point is that room, and it is probably on the sixth floor of the building. For bids for heavy items, the City will use best efforts to indicate the delivery point's floor, and whether an elevator is present. But even if this detail is not present, you are responsible for delivering to the final destination specified in the order.

Deliveries to City departments typically are made by common carrier, by the vendor's trucks, or through the U.S. Postal Service.

## **B. Include the Order Number on the Outside of the Package**

You must include the Purchase Order number, TPA number, or Contract Order number, on the outside of the package. This will enable the City to identify the correct department or individual as the recipient in case there are any problems.

## **C. Inspection and Acceptance by the Department**

All goods and services are considered received by the City only after the requesting department inspects to be certain all items are received and in good condition, or that the service has been performed satisfactorily. After inspection and any necessary tests have been performed, the department completes an appropriate receipt form so that the invoice may be paid.

## **D. Problems**

Circumstances which may interfere with the City's accepting and paying for an order include:

- Short shipment; backorders. The City pays for an order only after all items have been received. Partial payments are very rare. If you have made several shipments to fill an order, and mailed the invoice for the entire order before all shipments were received, you can expect payment only after the City receives the complete order.
- Wrong delivery address: the shipment was sent to Purchasing. Occasionally, vendors send orders to the Purchasing Department instead of the requesting department. This causes delays as Purchasing determines the ultimate recipient and forwards the order. If no purchase order number appears on the outside of the container, Purchasing may be unable to identify the correct department and thus be forced to return the shipment.
- Failure to show the order number on the package. If there is a problem with the delivery address, knowing the order number can be a significant help in identifying the ultimate recipient.

## **VIII. PAYING THE INVOICE**

This information is applicable to contracts, purchase orders, and term purchase agreements signed by the Purchasing Department. For payment information on construction, you should contact the particular City department involved. See Sec. IX, "City References," for names, phone numbers, etc.

### **A. Where Do I Send the Invoice?**

Send your invoice to the City address specified in the order. This will speed payment. For Contract Orders and Term Purchase Agreements, the billing address is usually that of the City department receiving the good or service. For Purchase Orders, the address is usually that of Purchasing in City Hall, except that orders for the Public Utilities Commission and S.F. General Hospital should be invoiced to those departments. Include the Purchase Order, Contract Order or TPA number on the invoice. This will help us match the invoice to the correct order.

### **B. What Does the User Department Have to Do?**

The City must verify that the order was received complete and in good condition. The invoice is matched with the original order and any receiving document so the City can determine that what was delivered is what was ordered. The requesting department completes a form indicating receipt of the complete order and requesting payment. The form is then sent either directly to the Controller or first to Purchasing and then to the Controller, depending on the type of transaction.

### **C. What Happens Before the Check is Written?**

Purchasing or the Controller's Office reviews the invoice and receiving information, the Controller's office verifies that any required insurance remains in effect, and then prepares the warrant and mails it to the vendor.

## **D. What If I Have Questions about an Invoice?**

Call the City department to which you mailed the invoice. If you have difficulty reaching the department or the right person in the department, call Purchasing's Accounts Payable group at 554-6748. Have the purchase order number or other identifying City transaction number handy.

## **E. What Can I Do to Help the Payment Process Proceed More Quickly?**

If you observe the following tips, things should go smoothly:

- Make sure you send the shipment to the correct City address. In general, do not send the shipment to Purchasing. Note carefully the "Ship To" address on the City's Purchase Order, Contract Order, or Term Purchase Agreement.
- Include the order number the the outside of the package.
- Send an invoice for the complete order, not a partial one, and do this only after the full order has been received. In general, the City does not pay partial invoices. Invoices sent too early may become difficult to locate once the shipment arrives.
- Send the invoice to the correct City address. Pay close attention to the Purchase Order, Contract Order, or Term Purchase Agreement, which shows the "Bill To" address.
- Include the correct Purchase Order number, Term Purchase Agreement number, or Contract Order number on the invoice. The City needs that identifying number to match the shipment with the procurement document.

## **IX. CITY REFERENCES**

All phone numbers are area code (415). Generally, for information on Purchase Order payments, call Purchasing. For information on Contract Order or TPA payments, call the requesting department.

### **A. Purchasing Department**

#### Purchasing Department Main Office:

City Hall, Room 270  
San Francisco 94102-4685  
554-6743

For information on purchase order payments,  
except for PUC and SFGH orders:  
554-6748

#### Purchasing's satellite offices:

- Department of Public Health:  
S. F. General Hospital  
1001 Potrero Ave., # GK9D  
San Francisco 94110-3594  
206-8039

For information on payments:

Purchase Orders:

206-8040

TPA's and Contract Orders:

206-8444

- Department of Public Works:  
Bureau of Water Pollution Control, Southeast Plant  
750 Phelps St.  
San Francisco 94124-2161  
648-6882, ext. 221

- Recreation and Park Dept.:  
McLaren Lodge  
Golden Gate Park  
San Francisco 94117  
666-7056

- S.F. International Airport:  
Maintenance Building  
S.F. International Airport 94128  
737-3456
- Public Utilities Commission (PUC):  
Municipal Railway, Water Dept., Hetch Hetchy  
425 Mason St.  
San Francisco 94102-1722  
923-2519

For information on payments: 923-2507

- Department of Public Works:  
Bureaus of Building Repair, Street and Sewer Repair,  
Street Cleaning, and Urban Forestry  
2323 Army St., Bldg. A  
San Francisco 94124-1091  
695-2124

## B. Construction Departments

### Public Works:

For information on upcoming contracts:

- Bureau of Engineering  
Chief, Bureau of Engineering  
554-8232
- Bureau of Architecture  
City Architect  
557-4700
- Bureau of Building Repair  
Superintendent  
695-2038
- MBE/WBE Information:  
Human Rights Commission  
Representative  
554-8916
- MBE/WBE Information:  
Human Rights Commission  
Representative  
554-4714

For information on payments:

- Contract Administration Division, DPW  
554-6226

For information on contract processing:

- Contract Administration Division, DPW  
554-6227

S.F. Port Commission:

For information on upcoming contracts, payments, and contract processing:

- Engineering Division  
Chief Harbor Engineer  
274-0541

MBE/WBE information:

- Port Affirmative Action Office  
274-0493
- Human Rights Commission Representative  
274-0511

Public Utilities Commission:

For information on upcoming MUNI Railway Operation contracts:

- MUNI Railway Engineering  
Section Head  
923-6171

For information on MUNI payments and contract processing:

- MUNI Railway Engineering  
Contract Administrator  
923-6172

For information on other upcoming contracts:

- Utilities Engineering Bureau  
Contract Administration  
Manager, Contracting Section  
554-0788

For information on other upcoming contracts, other payments and contract processing:

- Utilities Engineering Bureau  
Contract Administration  
Manager, Contract Review Unit  
554-0778

MBE/WBE information:

- PUC Contract Compliance  
923-6139

S.F. International Airport:

For information on construction and professional service contracts:

- Facilities Operations and Maintenance Division  
Administration  
737-7777
- Bureau of Design and Construction  
Administration  
737-7700

For leases and professional service contracts:

- Business and Finance Division  
Administration  
876-2213

For invoice and payment processing:

- Accounting  
876-2115

MBE/WBE information:

- MBE/WBE Program Office  
876-2215
- Human Rights Commission Representative  
737-7724

### Recreation and Park Department:

For information on construction contracts, payment processing, and the MBE/WBE program:

- Structural Maintenance  
Senior Administrative Analyst  
753-7013

## **C. MBE/WBE/LBE Ordinance**

For more information on the Ordinance, call the MBE/WBE references in the Construction Departments section, or call:

- Human Rights Commission  
25 Van Ness Ave., Suite 800  
San Francisco 94102-4908  
252-2500
- Purchasing Department  
City Hall, Room 270  
San Francisco 94102-4685  
554-6743

## **D. Other Contract Administration Offices**

Two other City departments administer a significant number of professional service contracts:

- Department of Public Health  
Office of Contract Management and Compliance  
554-2607
- Department of Social Services  
Office of Contract Compliance  
557-5580

## X. PROFESSIONAL ASSOCIATIONS Receiving the "Bid and Contract Opportunities" Newsletter

African American Contractors

Asian American Manufacturers Assn.

Asian Business Assn.

Asian Business League

ASIAN, Inc.

Bay Area Women Entrepreneurs

Black Business Listings

Business Development Inc.

Chicana Foundation of Northern California

Chinese Chamber of Commerce

Chinese For Affirmative Action

Community Entrepreneurs

Development Associates

East Bay Small Business Center

Filipino American Society of Architects

Glide Memorial Church

Hispanic Chamber of Commerce

Japanese Chamber of Commerce

Japanese Community Youth Council  
La Raza Information Center Inc.  
Mission Economic Development Assn.  
NAACP Marin City Chapter  
National Center for American Indian Development  
NEDA/Business Development Center  
San Francisco Chamber of Commerce  
San Jose Minority Business Development Center  
Small Business Exchange  
Spanish Speaking Unity Council  
Tradeswomen Inc.  
UMBE Inc.  
United Indian Nations  
Urban Economic Development Corp.  
Women Construction Owners  
Women's Business Network

## XI. NEWSLETTER SUBSCRIPTION FORM

Use this form to subscribe to "BID AND CONTRACT OPPORTUNITIES." All subscriptions expire on December 31, 1993, and must be renewed yearly. Subscriptions are pro-rated at \$5 per month for the remaining months of the year.

-----  
Enclosed is my check for a subscription to  
**"BID AND CONTRACT OPPORTUNITIES"**  
pro-rated at \$5 per month for \_\_\_\_\_ months.

Company \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

ZIP \_\_\_\_\_ Telephone (\_\_\_\_\_) \_\_\_\_\_

Contact Name \_\_\_\_\_

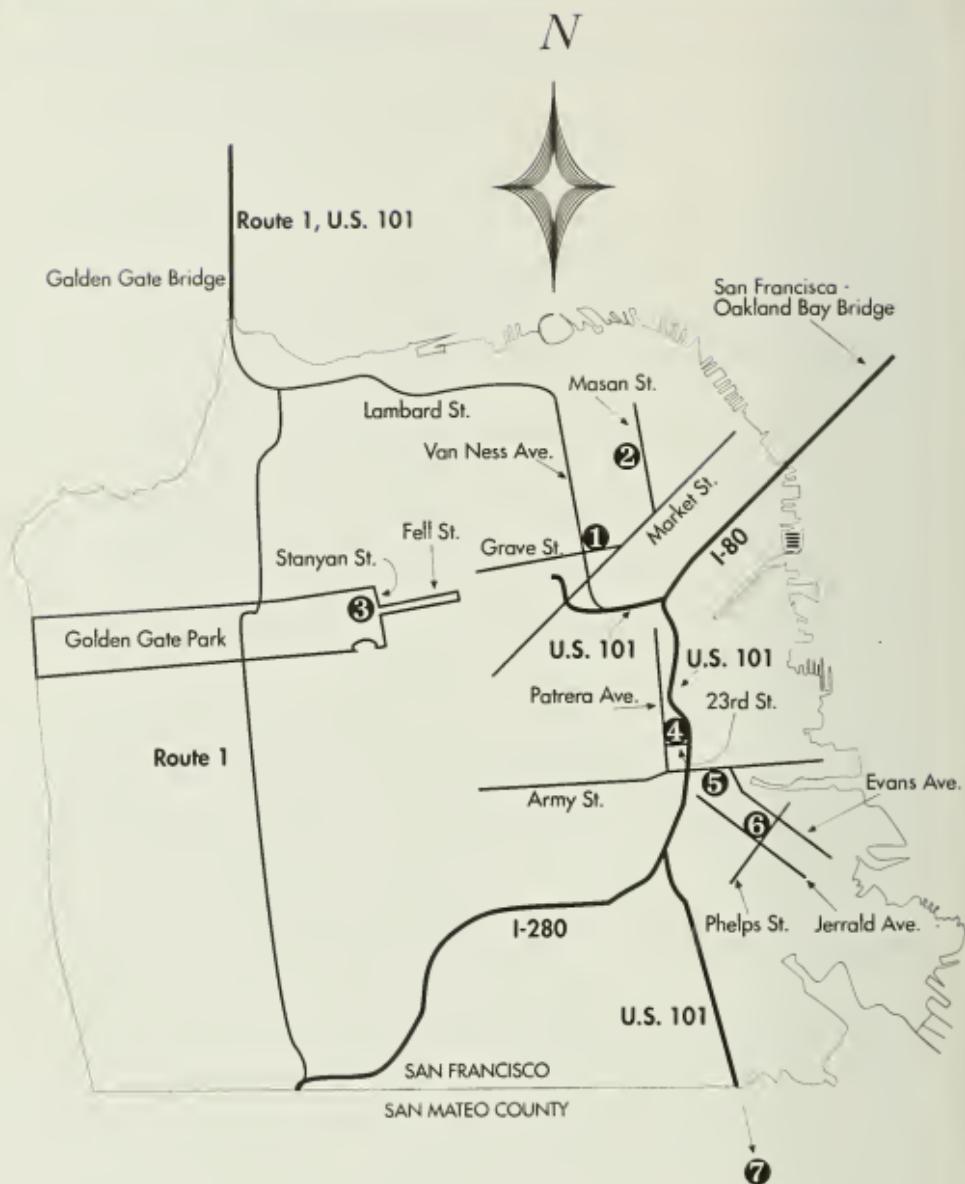
If you prefer to receive the newsletter by fax, check here  and supply your fax number. FAX (\_\_\_\_\_) \_\_\_\_\_. We will fax the newsletter after working hours to the person designated as the Contact Name.

Make check payable to: City and County of San Francisco

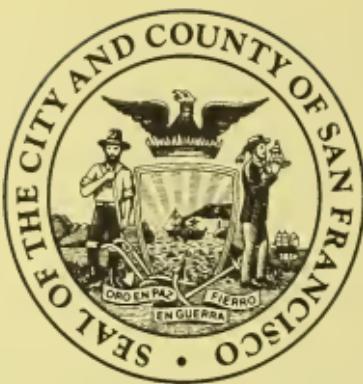
Mail this form and your check to:

Purchasing Department  
Bid Newsletter  
Room 270, City Hall  
San Francisco, CA 94102-4685

## XII. MAP — PURCHASING DEPARTMENT: MAIN OFFICE AND SATELLITE LOCATIONS



- ① City Hall**  
400 Van Ness Ave.
- ② Public Utilities Commission/  
Municipal Railway**  
425 Mason St.
- ③ Recreation and Park Dept.**  
McLaren Lodge, John F. Kennedy Dr.
- ④ San Francisco General Hospital**  
1001 Potrero Ave.
- ⑤ Department of Public Works**  
2323 Army St.
- ⑥ Bureau of Water Pollution Control,  
Southeast Plant**  
750 Phelps St.
- ⑦ San Francisco International Airport**  
Maintenance Bldg. 682  
McDonnell Rd.



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